Subject: KWIC Technical Support

Effective Date: October 1, 2004   Revised from: KWIC Owners Guide

Policy: Whether KWIC resides on a server in the clinic or is access over the Internet a secure and reliable network must be in place in the clinic. A secure and reliable network requires trained, professional technical support to maintain the existing infrastructure and adapt to the constantly changing products and standards. Each clinic location is to have technical support available.

Procedure:

The Kansas WIC Program expects the local clinic to have technical support available for basic maintenance and support of the network, equipment, operating systems, security, and anti-virus protection necessary to provide a reliable and secure foundation upon which WIC automation software operates. This support can be from county staff, other local staff, contractors, or other service organizations in the community as long as they are effective.

Functional Areas:

- Maintain User Access on the Local Area Network

- Maintain Firewall

- Maintain Anti Virus Software and Settings

- Coordinate Internet Service Provider Connection

- Install or Maintain Equipment on the Network

- Facilitate Warranty Access on Equipment

- Install Software Including Updates and Service Packs

- Facilitate Maintenance and Installation of Network Wiring